

SECTION: Participant Rights

SUBJECT: Program Accessibility

ITEM: *Site Hours of Operation*



Policy Local agencies shall ensure that all fixed, full-time sites are open to provide WIC services to participants in accordance with the following definitions and guidelines. Each local agency shall provide extended hours of operation to accommodate the needs of working and student applicants/participants, in accordance with one of the three standards (minimum, recommended, and best practice), described below.

Basis for policy 7 CFR Part 246.7 (b) (4)
USDA FNS Nutrition Services Standards (Standard 20, D. 4)

Definitions **Core Hours:** Traditional business hours of 8 a.m. to 12 p.m. and 1 p.m. to 5 p.m. Monday through Friday.

Extended hours: The hours before 8 a.m. or after 5 p.m. during the business week, or on Saturday or Sunday. The traditional lunch hour (12 p.m. to 1 p.m.) is also an extended hour.

Fixed (permanent) site: A site that is solely designated for WIC services e.g. a room or suite of rooms in a health center or business mall.

Satellite site: A site that is not designated solely for WIC services, such as a community center. Staff must set up and take down equipment (e.g. laptops, informers, and printers).

Mobile site: A satellite site that is inside a mobile van or other vehicle.

Full time site: A site that is open 32 - 40 hours per week or more.

Part time site: A site that is open less than 32 hours per week.

The minimum standard hours of operation for each fixed and fulltime

Minimum standard for hours of operation	site shall be at least 20 extended hours per month outside of core hours. Scheduling of the 20 extended hours of operation is at the local agency's discretion. These hours may include a combination of the lunch hour, weekend, evening, and early morning hours as needed by the community.
Recommended standard for hours of operation	The recommended standard hours of operation shall be at least 30 extended hours per month outside of core hours. Scheduling of the 30 extended hours of operation is at the local agency's discretion.
Best practice standard for hours of operation	The best practice standard hours of operation shall be at least 42 extended hours per month outside of core hours. The scheduling of the 42 extended hours of operation is at the local agency's discretion.
Publicizing site hours	Local agencies shall post operating hours near the entrance of each site. Local agencies shall publicize the availability of extended hours to participants and applicants in outreach materials and voice-mail messages.
Exceptions to the minimum standard for site hours of operation	<p>The minimum standard requirement would not apply in the following situations:</p> <ul style="list-style-type: none">• Mobile satellite sites• Part-time satellite sites• Sites with three or fewer staff persons <p>A local agency can send a waiver request to their regional staff for any site with other extenuating circumstances. The local agency shall describe the circumstances and what other actions it will take to accommodate working families.</p>

Summary with samples of site schedules

The following table summarizes the above guidelines and provides sample site schedules.

Summary of Site Hours of Operation with Samples of Site Schedules			
Standard	Core hours	Extended Hours	<u>Sample Site Schedules</u>
Minimum	8 am - 12pm 1pm – 5pm	Open at least 20 hours per month outside the core hours	Monday – Friday 8:00 am – 5:00 pm Saturday: closed Open during lunch Monday – Friday 7:30 am – 5:30 pm Saturday: closed Closed during lunch
Recommended	8 am - 12pm 1pm – 5pm	Open at least 30 hours per month outside the core hours	Mon/Tues/Wed/Fri 8:00 am – 5:30 pm Thursday 10 am - 7:00 pm Saturday: closed Open during lunch Monday – Friday 7:30 am – 5:30 pm Closed during lunch Saturdays (2) 8:00 am – 1:00 pm
Best Practice	8 am - 12pm 1pm – 5pm	Open at least 42 hours per month outside the core hours	Monday – Friday 7:30 am – 5:30 pm Saturday (1) 8:00 am – 1:00 pm Open during lunch Mon/Tues/Wed/Fri 7:30 am – 5:30 pm Thursday 7:30 am - 7:00 pm Open during lunch Closed Saturday

